The Dental Practice Management Solution Buying Guide for Multisite Practices

planet
DDS

Contents

Introduction

Selecting the right practice management solution is one of the most valuable business decisions you'll make for your multisite dental practice since the benefits of having one that fits your business are far-reaching. As the system of record, your practice management solution is not only the central hub where your patients' data resides, but it's also where your staff access billing, reporting, scheduling, and more. This is what makes it the most crucial software solution for an emerging dental organization.

Committing to a practice management system is a big decision. However, carefully selecting one designed to handle the specific needs of a growing multisite dental organization will ensure you only have to go through an implementation process once. In this eBook, you'll learn about the essentials to look for in a practice management system and essential questions to ask while narrowing down the right one for you.

Planet DDS and Denticon Practice Management Software by the Numbers

Planet DDS
was founded in 2003 and launched Denticon Practice Management Software the same year

Planet DDS
made the Inc. 5000 and Orange County Business Journal list of the fastest-growing companies from 2015 to 2018

Denticon
is the leading solution for dental organizations, serving more than 45,000 users, and 33,000 dental providers across North America

GetApp
CATEGORY LEADERS
2022

G2
Best Meets Requirements
SUMMER
2022

G2
Easiest To Do Business With
SUMMER
2022

G2
High Performer
SUMMER
2022

G2
High Performer
SPRING
2022

GetApp
BEST FUNCTIONALITY & FEATURES
2020

Software Advice
FRONT RUNNERS
2020

Capterra
★★★★★
BEST EASE OF USE
2020

Capterra
★★★★★
BEST VALUE
2020

Why Denticon?

Discover how you, your staff, and your patients can all benefit from Denticon.

This eBook focuses on what traits to search for in a practice management system.

1.

What Does All-in-One Mean?

When you are just starting a dental organization, you have the distinct opportunity to pick and use a strong practice management system from the start. You want to look for solutions that offer both costs efficiencies and time-saving features to help your organization as efficiently as possible for years to come.

Denticon is a true all-in-one solution for an emerging dental organization. No other practice management solution offers the breadth of features and benefits of Denticon. From making it simple to roll out standardized training throughout your locations to making your IT team's lives easier by consolidating a wide range of tools into one system, Denticon provides the much-needed support a new dental organization needs to thrive.

A full range of administrative tasks can be streamlined with the various automated features built within Denticon. With a robust scheduler, an innovative patient portal, and patient communication tools, Denticon handles various administrative duties for your multisite dental practice so your front desk employees can direct their focus to more involved tasks. Your practitioners will love the clinical tools Denticon provides, including integrated imagining, a strong ledger, recordings, and multi-specialty functionality with ortho modules. With all of these convenient features packed into one system, your organization will save both time and eliminate the need for multiple third-party solutions by making the life-changing switch to Denticon.

Denticon is a true all-in-one solution

No other practice management solution offers the breadth of features and benefits of Denticon.

Eliminate the need for third-party solutions and consolidate your tech stack:	• Patient communication tool and 2-way texting • Advanced reporting with actionable insights • Online patient registration	• Customizable and easy-to-use scheduler • Simple revenue cycle management • Automate claims and insurance
Streamlined, all-inclusive clinical tools:	• Fully integrated imaging with Apteryx Imaging • X-rays available within the Patient Chart	• Hands-free, voice-activated periodontal charting • Customizable charts and treatment planning
Ease the burden on IT staff and boost date security:	• Unlimited cloud storage • Cloud-based data backups • Data disaster recovery • User access controls • HIPAA Compliance	• State-of-the-art hardware and software firewalls • Intrusion Prevention Systems (IPS) • Security Information and Event Management (SIEM)

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You need to start with a practice management solution like Denticon that can scale with you. **It's so important to focus on where you want to be tomorrow**, not just today.

DIMITRY BURSHTEYN | Co-Founder and Chief Executive Officer of Progressive Dental Management

2.

Does It Have Cloud Access?

Cloud technology has changed our daily lives forever. A person uses 36 cloud-based services every day, on average. From storing data, shopping online and consuming news to communicating via email or social media, it is hard to avoid using cloud technology on any given day. It's not just for consumers or big companies anymore—dental practices across the nation are taking advantage of the benefits cloud solutions provide.

As you add more locations to your multisite dental practice, it is very valuable to have the option to formulate a remote administrative team to support your organization. **On-premise software systems don't support remote access and can cost dental organizations hundreds of working hours due to unexpected downtime and server maintenance.** These dated systems are also expensive to maintain due to ongoing security and maintenance costs. With cloud-based software, not only will multisite practices benefit from automatic updates and secure access on-site and at-home, but can also eliminate down time and the need to manage server maintenance and security in-house.

Access Anywhere, Anytime

Whether in the office or remote, Denticon users can quickly access patient records from the cloud.

Cloud-based Denticon gives you the freedom to:

- Work from anywhere without being tethered to a server

- Store unlimited patient data and x-rays

- Scale and grow your dental organization with no additional IT hardware

- Enjoy the newest version of Denticon with upgrades and updates included

- Streamline records with a single patient record that can be accessed across all locations and remotely

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Knowing I can collaborate with anyone from **anywhere in the world** is a great benefit. Everything is at your fingertips from x-rays to panoramic images; **it's all accessible in the cloud.**

DR. JONATHAN PENCHAS | Founder and Managing Partner of Midtown Dentistry
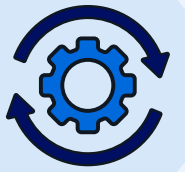
3.

How Will It Save Time and Streamline Workflows?

The right practice management software should work for you, not the other way around. As an emerging practice looking for fast growth, having a practice management system that supports all of your locations by helping automate routine tasks will set up each location for success and end-user buy-in. Automation will allow your employees to finish more tasks in any given work day by taking various mundane tasks off their plate, so they can redirect their attention to more intricate duties.

Additionally, many practice management systems simply are not designed to cater to the needs of an emerging dental organization. A suitable practice management system should not only meet your current needs but also be able to adapt to your future needs. **A practice management system that is constructed to support multilocation practices will help support your organization's workflows and create a more consistent patient experience across all of your locations.**
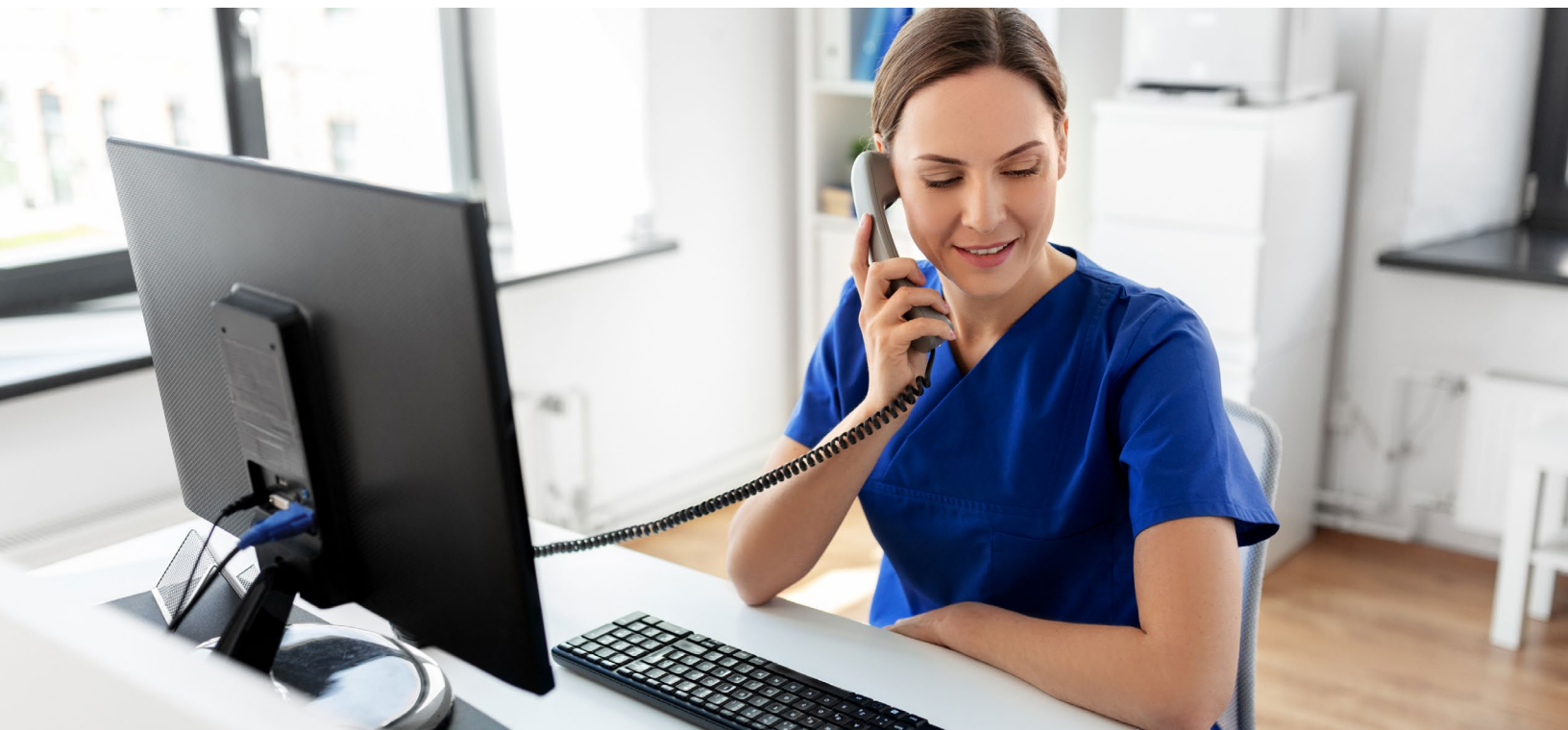
Boost Operational Efficiency

Denticon saves practices time and helps providers focus on what matters most – taking care of their patients.

Denticon boosts efficiencies by giving organizations the ability to:

- Easily chart and view pre-existing conditions
- Access to x-rays and images in patient charts
- Scan progress notes
- Customize clinical charts
- Compare, export, and email encrypted patient images
- Scan or upload patient images
- Internal and external digital patient referral management
- Automatic electronic claims filing and payment posting
- Integrated patient communications
- Online patient registration

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I gained the ability to see all three offices at any given moment, and all clinical employees could do this too. For instance, I can see doctors' and hygienists' locations, schedules, how busy they are, and other factors like that quite easily by clicking the specific location.

MARTHA MCCARTY RDH | Business and HR Manager of Cross, Lavinder, Quinn & Park Family Dentistry

4.

Does It Provide Actionable Insights and Centralized Reporting?

For a growing dental organization, the ability to easily compare locations and evaluate their progress is critical. To do that successfully and in a timely manner, the enterprise needs to have easy access to all their data across their multiple locations.

A centralized practice management system makes reporting and analyzing data simple. You can leave the days of having to aggregate data in the past. And not only can you quickly analyze the performance of your overall organization, but with a centralized PMS solution, you can easily drill into the data by specific locations, providers, and more. With up-to-date data that can be viewed, drilled down into, and analyzed, multisite dental groups can make better business decisions and maximize their success.

Actionable Insights with Denticon

Gain deeper visibility into your dental organization's performance with centralized data and reporting.

With Denticon, DSO's have access to:

- **Enterprise level reporting:** access and view data across all locations with the ability to drill down by location, provider, etc.

- **Morning Huddle Dashboard:** quickly visualize the day with total exams to be completed, new patients to be seen, predicted treatment to be completed, and more

- Hundreds of pre-built reports including:

  - **Executive Summary:** a summary of day-to-day metrics related to appointments and finances

  - **Daily Journal:** an itemized list of total charges, payments, and adjustments over a specified date range

  - **Outstanding Claims:** a real-time list of all outstanding and uncollected claims

  - **Treatment Plan Status:** a detailed report showing all treatment plans and their statuses

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With Denticon we can track things like patients seen per day, number of new patients, number of hours worked per provider, how many canceled and missed appointments, production by provider, and so much more. At the front desk, we get a complete patient overview and scheduler, including check-in, check-out, co-pays due, and so on.

EMILY MAISCH | Director of Operations at BrookBeam Dental

5.

Does It Have Built-In Security?

Trustworthy security is essential to dental organizations to keep patients' information safe, protect the business and comply with HIPAA rules and regulations. Between 2019 and 2020, there was a 45% increase in hacking incidents, and 66% of unsecured electronic protected health information breaches resulted from hacking and other IT incidents. **No one is immune to security attacks.** Even the American Dental Association was a victim in a cyber security incident in April 2022.

You may wonder why hackers would even want to target a healthcare organization. Well, health records are a valuable commodity for cyber criminals either to sell or hold for a hefty ransom. These confidential records are sold for hundreds of dollars on the dark web, and the average ransomware payout was over $500,000 in the first half of 2021.

Cyber-attacks can take a financial toll on a practice of any size but for an emerging dental organization an attack can be much more devastating than it would to a money-backed, well-established DSO. A data breach in the healthcare industry costs the affected organization $400 per compromised record on average. That's why it's crucial to have a practice management system with a robust, cloud-based security system and protocols to boost the safety of your patient data and help you remain HIPAA compliant.

Enhance Data Security with Denticon

Protect patient data and gain peace of mind with Denticon's robust security measures.

Denticon helps boost security and compliance for dental organizations by:

- Providing regular backups, disaster recovery, and intrusion prevention

- Offering a secure referral portal to send and receive patient health information to external providers, even if they do not use Denticon

- Eliminating the need for VPN or remote login

- Reducing the risk of data loss caused by natural disasters, cyberattacks, or physical theft

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My business is dentistry, not cybersecurity. So, it's better to have professionals handle that for me. I had a friend also in the Houston area that had their office flooded. Their server was flooded, and even though they had paid for backup service with a local company even that company got flooded! Meanwhile, we are up and running 24/7. **We don't need to worry about backups because Denticon does it all for us.**

DR. JONATHAN PENCHAS | Founder and Managing Partner, Midtown Dentistry

6.

How Does It Enhance the Patient Experience?

A strong practice management system shouldn't just make your employees' lives easier, they should improve patient experiences, as well. Online patient access is becoming an increasingly popular demand. 58% percent of US patients want more online access from healthcare providers. Earning a reputation for delivering an ideal patient experience can give your organization a leg up on competitors and get more new patients in your doors.

There are a wide range of patient engagement tools on the market, but why gather additional costs when you can find a practice management system that does it all. **Seek out a solution with features such as online portals, built-in messaging, payment options, and online scheduling.** And as your dental group continues to grow, a centralized practice management system that has enterprise capabilities, will not only ensure a standard patient experience, but also accommodate the needs of your organization at its current size as well as its future needs as it gains additional locations.

Boost Your Patient Experience with Denticon

As your dental group grows, Denticon enables practices to provide a consistent and meaningful patient experience.

Denticon improves the patient experience by:

- Allowing patients to schedule appointments, complete their registration online, and make payments at their convenience

- Enabling meaningful patient communications with automated appointment reminders, 2-way texting, customizable marketing campaigns, and more

- Improving clinical outcomes with easy access to patient charts, treatment plans, and x-rays

- Helping provide transparent, accurate treatment estimates and payment options with real-time insurance quotes, Care Credit eligibility checks, and more

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We are able to maintain a high volume each day without sacrificing quality because we have a **streamlined, centralized practice management solution**. Our practice is very patient-oriented, and none of the doctors are an island unto themselves. That's why we needed a solution like Denticon where **we can all access the daily schedule, treatment plans, x-rays, all in one place.**

DR. ADRI RAMA | Founder and CEO of American Dental Companies

7.

Does The Service Company Provide Implementation Guidance, Customer Support, and Beyond?

One of the most common reasons dental organizations hesitate to adopt a new practice management solution is because of the perception that implementing and learning a new system is challenging and disruptive to daily operations. However, **partnering with a company that has an experienced team will ensure it has the resources to walk your organization through the entire process.**

Additionally, the decisions your dental group makes while it is starting out can either establish a strong foundation for your business or create a big headache down the line. Investing in a solution that's built to support growth and built by a company dedicated to improving its product is a smart choice for an emerging dental organization. Not only will you benefit from the product's continuous innovation, but you will also only have to go through an implementation process once.

✓ **Implementation:** Our dedicated team works with you to implement Denticon as seamlessly as possible so you can start enjoying the benefits of Denticon from day one.

✓ **Training:** Our in-house trainers will guide you through a proven comprehensive training program so that your team can confidently and effectively work within Denticon.

✓ **Lifetime support:** As our Denticon client, you'll receive lifetime support for Denticon. We host monthly support webinars, office hours, and offer the new Denticon University so you can learn and get the most value from our solution.

✓ **Customer Care:** We pride ourselves on providing the best customer care. In fact, we resolve 99.9% of tickets within one business day and maintain a positive customer satisfaction score of over 97% out of thousands of tickets. We also take feature requests from customers!

Robust Customer Care with Planet DDS

White glove service for a lifetime with Denticon including:

- Proven implementation and conversion process

- Comprehensive training program

- All-inclusive, lifetime support

- Best-in-class customer care

- Upgrades, updates, and enhancements included in the monthly subscription

- Online learning courses through Denticon University

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As a periodontist, we have very specific needs around the type of data we store. I suggested a change to the periodontal charting model. Planet DDS made the change and implemented it within 6 weeks. I greatly appreciate that kind of agility. **I'm super impressed with the support. It's the best support I've ever gotten from any software.**

DR. ERIC WEISS | Owner of Periodontal & Implant Associates

Next Steps

Selecting a practice management system is an important decision for an emerging dental organization. When you choose Denticon, the practice management solution that is built for tomorrow, you are partnering with a company that has unleashed thousands of dentists and their staff to focus on patient care. Denticon will grow and scale with you.

See for yourself why 45,000 people have picked Denticon.

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You need to start with a practice management solution like Denticon that can scale with you. It's so important to **focus on where you want to be tomorrow, not just today**.

DIMITRY BURSHTEYN | Co-Founder and Chief Executive Officer of Progressive Dental Management

For more information on the award-winning, cloud-based, Denticon practice management solution:

SCHEDULE A DEMO

Email: sales@planetdds.com or call 800-861-5098